Time Warner Cable Internet

Easy Connect Guide

for Modem Upgrades

Enjoy surfing at your own speed. Super fast.

Swap your modem for even faster access.

Experience smooth, fast Internet. Swapping your modem will bring you access to our best Internet service yet, and this Easy Connect Guide will help you complete the transition. If you have any questions during your connection process, visit us at twc.com/easyconnect for more self-help information or call us at 1-877-309-5869. We will be happy to help and thank you for choosing Time Warner Cable.

Included in your kit

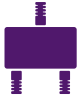
EASY CONNECT GUIDE

CABLE MODEM

POWER CORD

COAXIAL CABLES (2)

ENHANCED ETHERNET CABLE (CAT5E)



SPLITTER

RETURN SHIPPING LABEL

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Home WiFi preparation and setup

Before connecting your modem, take a moment to determine which pages of this instruction guide are relevant to your needs. If you are not a TWC Home WiFi subscriber, you will skip "Home WiFi setup" and begin on page 4 at "Connect modem or wireless modem". If you are a TWC Home WiFi subscriber, you will need to begin with the "Home WiFI preparation and setup" that follows.

Record your current Home WiFi Network Wireless Settings.

As a TWC Home WiFi subscriber, you may want to use the same Network Name and Password settings for your new modem. Although this process attempts to transfer your existing settings automatically, please take a moment to record them for your reference before beginning. Refer to steps 1 through 3 to identify your existing network name and password. After you have identified your network name and password, please proceed to page 4 to begin.

Step 1 Access your modem's web interface

Type **192.168.0.1** into your browser window's address bar.

You will be presented with a log in page.

Step 2 Log in to the web interface

You will be prompted to enter a User Name and Password to log in to the web interface.

Enter the User Name and Password you set up, or refer to the chart that follows for your existing modem's default User Name and Password.

Default User Names and Passwords for most modems.

Tip: You can find your modem model on the sticker located on the back of your modem and at twc.com/wifisettings.

MODEM	DEFAULT USER NAME	DEFAULT PASSWORD
Arris 860A	admin	password
Arris 862G	admin	password
Arris DG1670/TG1672	admin	password
Arris TG852	admin	user
Arris TG862G	admin	password
Motorola 6580	admin	motorola
Technicolor TC8715/TC8717	admin	password
Thomson DW875	No user name required	password
Thomson DWG855	No user name required	admin
Thomson DWG875	No user name required	password
Ubee DDW365	user	user
Ubee DDW3611	user	user
Ubee DVW3201B	user	user
Ubee U10C022	user	user
Ubee DDW36C/DDW32CB	admin	*see bottom of device

**A unique 12-digit password is located on the bottom of the device*

Note: The auto provisioning process attempts to transfer your existing wireless settings automatically. In the event you are unable to access your wireless settings following activation, attempt access using the default credentials in the table above or reset the modem to its factory default settings.

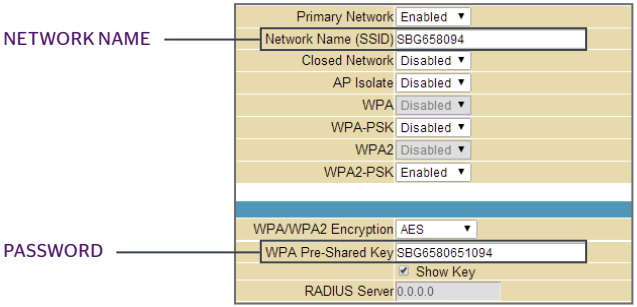
To reset your modem to its factory default settings, locate the small pinhole button on the back of the device. Using the end of a paper clip or something similar in size and shape, press and hold for 10-15 seconds. Use the default user name and password provided for your modem type in the list above to access your computer's wireless settings. All wireless devices will need to be updated with any changes made to your network name or password in order to connect.

Step 3 View existing settings for your modem

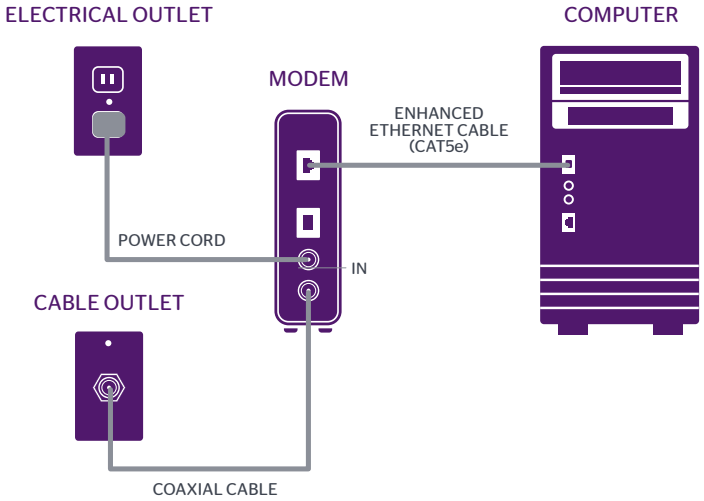
Once you have successfully logged into the web interface, select the Wireless Tab to view your existing settings.

Your Network Name is located in the Network Name (SSID) field.

Your Password is located in the WPA Pre-Shared Key field.



Connect modem or wireless modem

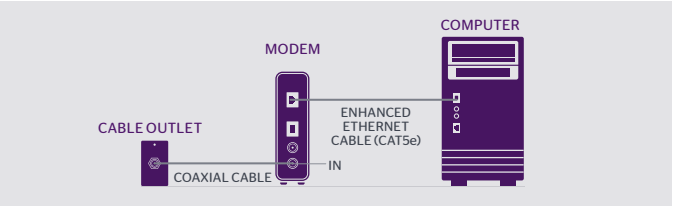


Wired and wireless modems will follow the same steps to complete the modem swap successfully. If you are connecting a wireless modem, the Ethernet cable can be disconnected once the activation step is complete.

Step 1 Disconnect existing modem

From the back of your existing modem, disconnect the coaxial cable and Ethernet cable (wireless modem users will not have Ethernet cable connected). Unplug the modem from the electrical outlet.

Step 2 Connect your new modem

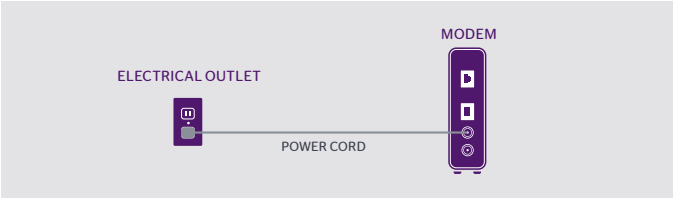


Before connecting your new modem to power, connect the coaxial cable from the cable wall outlet to the IN port of your new modem.

Connect your computer to your new modem using the Enhanced Ethernet cable (CAT5e) provided in your kit. The Enhanced Ethernet cable (CAT5e) will ensure optimal performance for 100Mbps or higher service tiers.

Please ensure both wired and wireless modems connect to Ethernet to ensure a successful modem swap.

Step 3 Connect modem to electrical outlet



NOTE: The power cord should not be plugged into an electrical outlet that can be turned on/off with a light switch.

Plug one end of the power cord into the back of the modem and the other end into an electrical outlet, or a surge protector (not included).

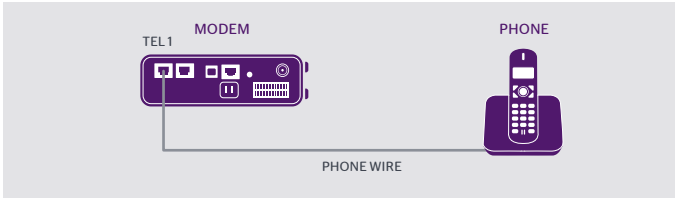
If you are replacing a modem that will also provide your TWC Home Phone service, please reconnect your TWC Home Phone to your new modem now, as shown on the right. If you are not a TWC Home Phone subscriber, you may skip this step.

Ensure the "Tel1" light is on.

Remove the gray telephone wire from the back of the existing modem and plug it into Line 1 (1/2) of your new modem.

Pick up your home phone and listen for a dial tone.

Optional Connect modem to phone, if applicable



If everything is properly connected, the lights on the front of the modem will flash while the connection is being established.

TURN THE PAGE TO LEARN HOW TO ACTIVATE YOUR MODEM.

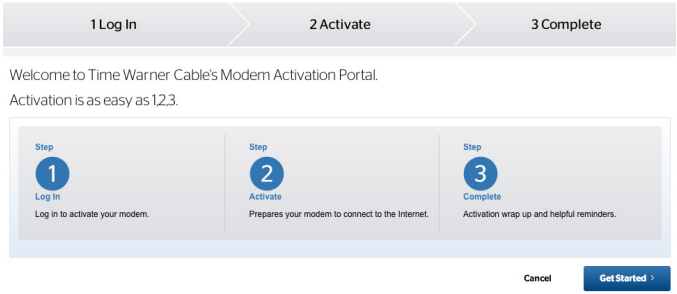
Activate modem for service

Now that you have successfully connected your new modem, it will need to be activated to receive services.

Choose one of two convenient ways to activate your modem;
1. Activate your modem online by following the steps detailed on pages 6 through 9 of this guide.

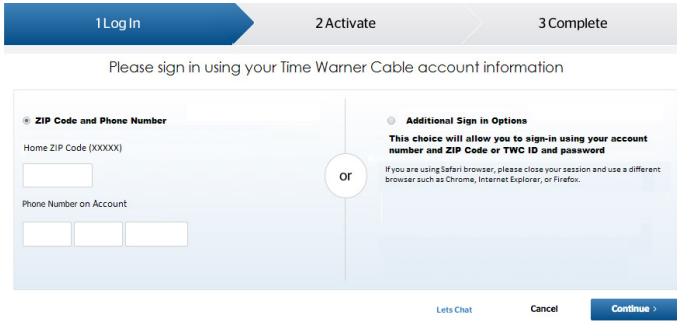
2. Activate your modem by phone at 1-877-309-5869 using the 10 digit phone number on your account. Say “Activate” when prompted by the automated phone system and it will guide you through our simple activation process.

Step 1 Start the activation process



Open a web browser on your computer. Type activatemymodem.com into the address search bar and click ‘Search’. The TWC Modem Activation Portal, shown above, will appear.

Step 2 Log in to continue

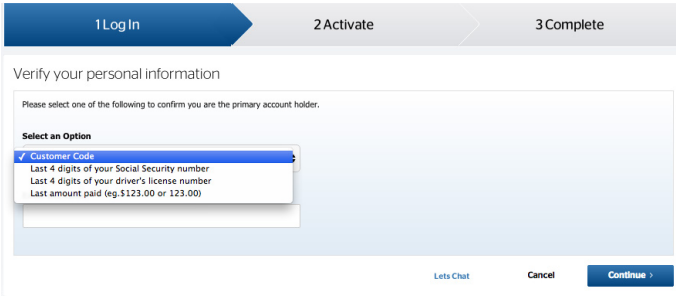

1 Log In
2 Activate
3 Complete
Please sign in using your Time Warner Cable account information
ZIP Code and Phone Number
Home ZIP Code (XXXXX)
Phone Number on Account
or
Additional Sign in Options
This choice will allow you to sign-in using your account number and ZIP Code or TWC ID and password
If you are using Safari browser, please close your session and use a different browser such as Chrome, Internet Explorer, or Firefox.
Lets Chat
Cancel
Continue

Please sign in with your TWC account information using one of the two login options presented. Complete the required fields and select ‘Continue’.

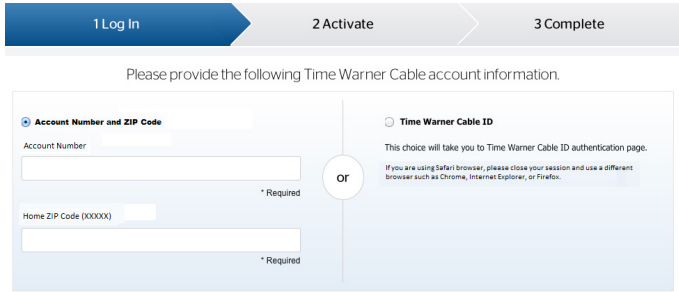
Step 3 Account authentication

For your protection, you will be asked to authenticate your account access by completing one of the two screens below. Your selection from step 2 will determine which of the two screens appear. Complete the required fields then select ‘Continue’. You may select ‘Cancel’ to return to the previous screen.

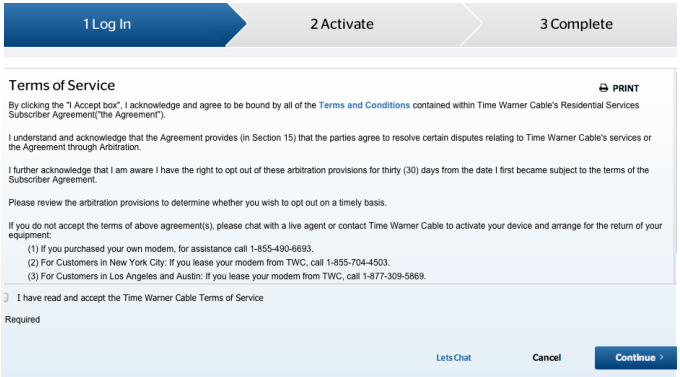
A Verify personal information


1 Log In
2 Activate
3 Complete
Verify your personal information
Please select one of the following to confirm you are the primary account holder.
Select an Option
Customer Code
Last 4 digits of your Social Security number
Last 4 digits of your driver's license number
Last amount paid (eg.$123.00 or 123.00)
Lets Chat
Cancel
Continue

B Provide account information


1 Log In
2 Activate
3 Complete
Please provide the following Time Warner Cable account information.
Account Number and ZIP Code
Account Number
* Required
Home ZIP Code (XXXXX)
* Required
or
Time Warner Cable ID
This choice will take you to Time Warner Cable ID authentication page.
If you are using Safari browser, please close your session and use a different browser such as Chrome, Internet Explorer, or Firefox.

Step 4 Agree to terms of service

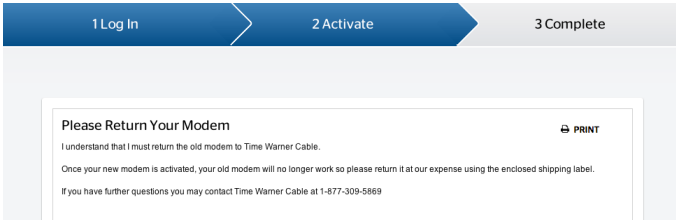

1 Log In
2 Activate
3 Complete
Terms of Service
PRINT
By clicking the "I Accept box", I acknowledge and agree to be bound by all of the Terms and Conditions contained within Time Warner Cable's Residential Services Subscriber Agreement("the Agreement").
I understand and acknowledge that the Agreement provides (in Section 15) that the parties agree to resolve certain disputes relating to Time Warner Cable's services or the Agreement through Arbitration.
I further acknowledge that I am aware I have the right to opt out of these arbitration provisions for thirty (30) days from the date I first became subject to the terms of the Subscriber Agreement.
Please review the arbitration provisions to determine whether you wish to opt out on a timely basis.
If you do not accept the terms of above agreement(s), please chat with a live agent or contact Time Warner Cable to activate your device and arrange for the return of your equipment:
(1) If you purchased your own modem, for assistance call 1-855-490-6693.
(2) For Customers in New York City: If you lease your modem from TWC, call 1-855-704-4503.
(3) For Customers in Los Angeles and Austin: If you lease your modem from TWC, call 1-877-309-5869.
I have read and accept the Time Warner Cable Terms of Service
Required
Lets Chat
Cancel
Continue

Review and acknowledge the TWC terms of service. Select 'Continue' to proceed.

Step 5 Review your information

Review your modem's information to ensure it is accurate. You may want to record the information in case you need to reference it later. Select 'Continue'.

Step 6 Return equipment acknowledgement


1 Log In
2 Activate
3 Complete
Please Return Your Modem
PRINT
I understand that I must return the old modem to Time Warner Cable.
Once your new modem is activated, your old modem will no longer work so please return it at our expense using the enclosed shipping label.
If you have further questions you may contact Time Warner Cable at 1-877-309-5869

To return your modem:

1. Pack the equipment you are returning into the same box that contained your new equipment.

2. Place the enclosed return shipping label over the original shipping label.

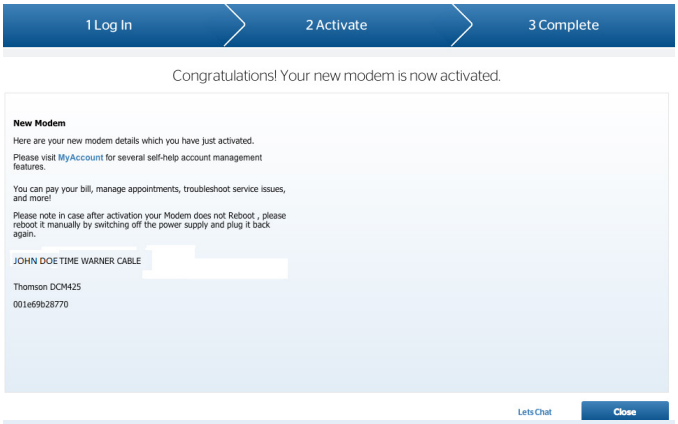
3. Drop off the package at your nearest shipping location or return the equipment to your local TWC Store.

Visit twc.com/stores to find a location near you.

Step 7 Click close once activation is complete

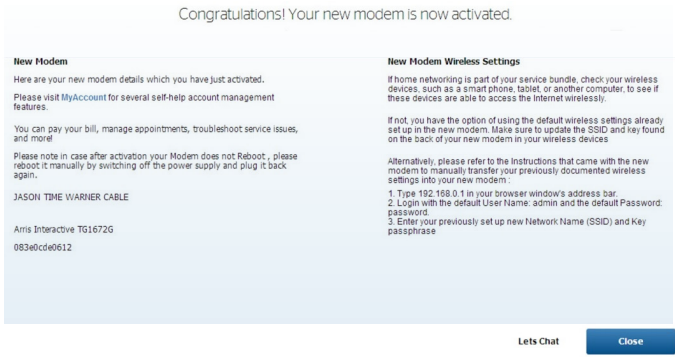
You've reached the final step in your activation process and will see one of the two screens detailed below. Screen A will be presented if you do not subscribe to TWC Home WiFi and Screen B will be presented to those that are.

A Your new modem


1 Log In
2 Activate
3 Complete
Congratulations! Your new modem is now activated.
New Modem
Here are your new modem details which you have just activated.
Please visit MyAccount for several self-help account management features.
You can pay your bill, manage appointments, troubleshoot service issues, and more!
Please note in case after activation your Modem does not Reboot , please reboot it manually by switching off the power supply and plug it back again.
JOHN DOE TIME WARNER CABLE
Thomson DCM425
001e69b28770
Lets Chat
Close

Please review the information provided and select "Close" to close and exit the modem activation process.

B Your new modem and wireless settings

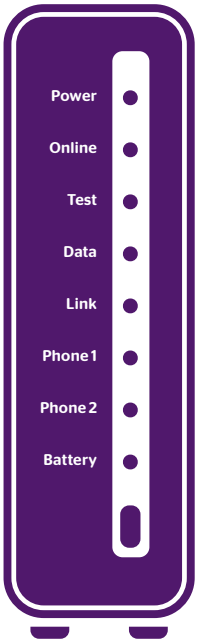

Congratulations! Your new modem is now activated.
New Modem
Here are your new modem details which you have just activated.
Please visit MyAccount for several self-help account management features.
You can pay your bill, manage appointments, troubleshoot service issues, and more!
Please note in case after activation your Modem does not Reboot , please reboot it manually by switching off the power supply and plug it back again.
JASON TIME WARNER CABLE
Arris Interactive TG1672G
083e0cde0612
New Modem Wireless Settings
If home networking is part of your service bundle, check your wireless devices, such as a smart phone, tablet, or another computer, to see if these devices are able to access the Internet wirelessly.
If not, you have the option of using the default wireless settings already set up in the new modem. Make sure to update the SSID and key found on the back of your new modem in your wireless devices
Alternatively, please refer to the Instructions that came with the new modem to manually transfer your previously documented wireless settings into your new modem :
1. Type 192.168.0.1 in your browser window's address bar.
2. Login with the default User Name: admin and the default Password: password.
3. Enter your previously set up new Network Name (SSID) and Key passphrase
Lets Chat
Close

Please review your modem details and wireless settings information.

Take a moment to verify that your wireless devices (such as tablets or smartphones) have wireless capability. Select "Close" to close and exit the modem activation process. If connectivity with all of your devices is unsuccessful, please review the Home WiFi setup steps on pages 2 and 3.

Modem indicator guide

Light	What Does It Mean?
Power	Steady green - the modem is on.
Online, Cable, Sync or Bloc Sync	Steady green - the modem is connected to the network. Flashing - this happens during initial synchronization. No light - this means no cable connection. (Call 1-877-309-5869 and say "Internet Technical Support" to speak with a representative.)
Test or Error	Normally off. Flashing - this happens during initial self-test or software downloading. Steady light - indicates modem or network failure.
Data or Activity Some modems have a separate light (RD or RX) that indicates when modem is receiving data, as well as a light (TD, TX or SD) that indicates when modem is transmitting data.	Steady green - the computer connection is working. No light - the computer is turned off or not connected.
PC or Link Some modems don't have this light or an equivalent.	Flashing or blinking - data is flowing through the modem.



Troubleshooting

Your cable modem should operate continuously without maintenance. You may leave the modem on even when you turn off your computer.

Self-help tool

The TWC Self-help tool provides easy access to how-to videos and common troubleshooting steps online 24/7. Access self-help resources through twc.com/account or the MyTWC® mobile app for iOS and Android. Select the "Register for a TWC ID" button that appears on the login page to complete the one-time registration process. Once you have successfully logged in:

- Select the "My Account" tab.
- Scroll to "Manage and Troubleshoot Services."
- Select the "Troubleshooting" tab.
- Select "Video, Internet or Phone" from the drop-down to display the equipment you would like to troubleshoot.
- Select the symptom you are experiencing.

Check coaxial cable and Ethernet connections

If the connection on any of your cables becomes loose, you will not be able to send or receive data. Make sure all connections are secure.

Confirm the cable signal is active

If you have cable TV service, confirm that you are receiving a signal and that the channels are clear.

Power cycle your modem

Turn off your computer and unplug the power cord to your modem and router (if applicable). Wait 45 seconds and plug them back in. When the lights on your modem are solid, restart your computer.

If the above steps do not resolve your issue, please call 1-877-309-5869 and say, "Internet Technical Support," or visit twc.com/easyconnect.

To verify your upload and download speeds, please visit twc.com/speedtest and follow the instructions on the site.

Additional support

If you have any questions during the connection process, visit us at twc.com/easyconnect for more self-help information or call us at 1-877-309-5869.

If you need a professional service appointment, there may be a nominal fee if the resolution is related to an incomplete or incorrect Easy Connect connection.

Thank you for choosing Time Warner Cable.

For Activation or Customer Support: 1-877-309-5869 twc.com/easyconnect

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